



METROPOLITAN AIRPORTS COMMISSION

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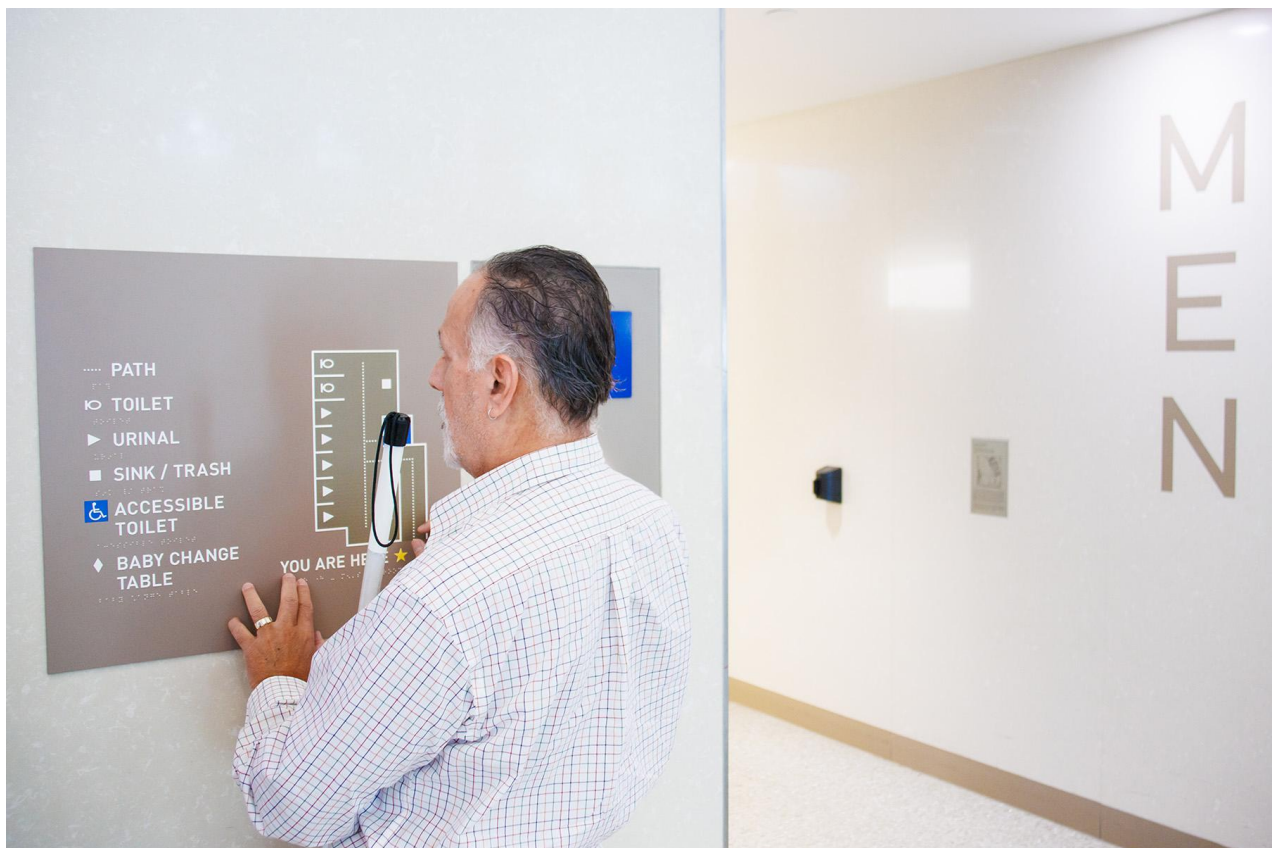
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MSP debuts tactile maps to expand traveler accessibility New restroom signs offer guidance for people who are blind or have low vision



Ken Rodgers, president of the American Council of the Blind of Minnesota, assisted in the development of new tactile maps at Minneapolis-St. Paul International Airport. Courtesy of the Metropolitan Airports Commission

MINNEAPOLIS-ST. PAUL, Minn. — Minneapolis-St. Paul International Airport (MSP) is providing a new navigational resource for people who are blind or have low vision. MSP is the first airport in North

America to offer tactile maps for its entire suite of public restrooms to help users better understand the layout of key fixtures within each facility.

“This adds another layer of wayfinding to remove barriers in navigating the airport, which can be more challenging for individuals who are blind or have low vision,” said Brian Ryks, CEO of the Metropolitan Airports Commission (MAC), which owns and operates MSP. “We’re proud of the partnership and innovation that led to this latest large-scale advancement in our accessibility efforts, which help all airport users have a better experience at MSP.”

Nearly 150 tactile maps — which measure approximately two to three feet square — have been installed near each restroom entrance at a height between 48 and 60 inches from the floor, an optimal reach range based on Americans with Disabilities Act guidelines.

The MAC partnered with members of its own MSP Travelers with Disabilities Advisory Committee to develop map symbols, since there are no national standards. Along with lettering and braille, the map symbols — including square, triangle, line and oval, and diamond — note locations for stalls, urinals, accessible stalls, sinks and other fixtures. Every map marks a “start here” entrance location with a raised-dot path to orient users how to move through the restroom.

“To be able to put your hands on something and get a basic idea of what a room looks like is a game changer in terms of feeling comfortable and independent,” said Ken Rodgers, president of the American Council of the Blind of Minnesota, who is blind. Rodgers directly consulted on the project as part of MSP’s advisory committee. “I can’t tell you how many urinals I’ve touched in places you’re not supposed to touch — and that requires good hand-washing.”

One of the biggest challenges in developing the [tactile map program](#) is the volume and variety of restrooms at the airport, which served more than 36 million passengers in 2025.

“We had to work with a pre-built environment where all but two restrooms were unique in their layout and fixture locations,” said Phil Burke, MAC assistant director of customer experience. “In essence, each map had to be custom designed and precise to the touch to create the maximum benefit for individuals who can’t always rely on a companion to assist them in navigating our restrooms.”

Travelers, visitors and airport employees will find the new tactile maps near all restroom types across MSP’s two terminals. These include men’s, women’s, accessible, companion care, nursing and lactation rooms. The signs are also located outside service animal and pet relief areas.

MSP has earned the highest level of accreditation for passenger accessibility by Airports Council International, a global organization representing more than 1,900 airports in 170 countries. In partnership with the MSP Travelers with Disabilities Advisory Committee, the airport has deployed nearly [25 accessibility initiatives](#) over the last decade to strengthen its commitment to creating a more inclusive environment for all travelers.

About The Metropolitan Airports Commission (MAC)

The Metropolitan Airports Commission (MAC) owns and operates one of the nation’s largest airport systems, including [Minneapolis-St Paul International \(MSP\)](#) and six general aviation airports. The MAC’s airports connect the region to the world and showcase Minnesota’s extraordinary culture to millions of

passengers from around the globe who arrive or depart through MAC airports each year. Though a public corporation of the state of Minnesota, the organization is not funded by income or property taxes. Instead, the MAC's operations are funded by rents and fees generated by users of its airports. For more information, visit www.metroairports.org.

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